



MAY 6-12

***Honoring government workers.***

Each year since 1985, the U.S. Congress designates the first week of May as [Public Service Recognition Week](#) – time set aside to honor public employees and to educate the public about the many ways government workers make life better for all Americans. It provides an excellent opportunity to recognize state employees and express appreciation for one another in our commitment to serve the people of Colorado.

To celebrate the important contributions of our State employees, the Governor's Office and the Department of Personnel & Administration (DPA) asked each State agency to select one employee who most exemplifies the significant and invaluable contributions public servants make to the quality of life in our State. These honorees were selected for regularly demonstrating efficient, effective and elegant service to the people of Colorado.

Congratulations and thank you to the following 2012 Public Service Recognition Week honorees:

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**Arapahoe Community College – Paul Bosworth, Custodian I**

Paul Bosworth, now in his 24th year as an Arapahoe Community College employee, was selected as ACC's Classified Employee of the Year in 2011. Paul has served as a custodian for the last 13 years after working as a dishwasher/caterer for Sodexo during his first 11 years at ACC. A two-time recipient of both the Special Recognition Award (Phi Theta Kappa) and the Classified Special Recognition Award, Paul earned his GED from ACC in 1999, as well.

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**Auraria Higher Education Center – Leonard Gutierrez, Grounds and Nursery I, Facilities Services**

Auraria Higher Education Center Grounds and Nursery employee Leonard Gutierrez, while maintaining an area on Colfax Avenue, noticed a woman caught by the doors of a vehicle as it was pulling away. Acting quickly, Leonard rushed over and was able to pull her from harm's way, preventing her from falling and effectively averting death or serious injury.

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**Colorado Community College System – Cheryl Llewellyn, Administrative Assistant III, Facilities**

Cheryl Llewellyn embodies everything an employee of the year should be. Her quality of work is impeccable; she is extremely professional, innovative and motivated. For three months, she took on additional duties as the Lowry Conference Center manager and continued to perform her administrative assistant duties at an exceptional level. She also serves as the chairperson of the holiday committee and “greening” committee. She has saved the facilities department thousands of dollars with her innovative ideas, such as saving more than 15% annually on ice melt and more than \$1,200 a year on phone service.

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**Colorado Mesa University – JoAnne Reis, Administrative Assistant III, Department of Academic Affairs**

JoAnne Reis has been involved in the American Cancer Society signature event, Relay for Life, since the second year it was held in the roles of team captain, survivor reception committee member and team member. JoAnne’s effective leadership spurs others’ involvement with Relay for Life. Her year-round efforts fund-raising for the American Cancer Society – from organizing concession stands for youth basketball tournaments to bake sales and many other events at CMU – raise thousands of dollars. Her interest in Relay runs deep and personal, with many close family members and friends having fought cancer, including her late mother.

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**Community College of Aurora – Sheryl Broadnax, Administrative Assistant III, Disability Services Office**

Sheryl Broadnax joined CCA in January 1999 as Administrative Assistant III in the Accessibility Services Department. Sheryl sees potential in people that they cannot see for themselves, encouraging those who are discouraged and never giving up on people. While facing her own personal challenges, Sheryl has reached out to students to give them hope. Sheryl demonstrates assistive technology to students with disabilities and shows how it will support them in the classroom. As a result of Sheryl’s work, CCA has a great Computer Access Center and accessible workstations in the classrooms. Sheryl also willingly shares her knowledge with staff at other colleges.

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**Community College of Denver – Frances Robles, Office Manager, Center for Career & Technical Education (CTTE)**

Frances Robles is always willing to help with a smile on her face. She is a diligent worker. Frances is the consummate professional. As the CCTE office manager she continually interacts with faculty, staff and students at a very high level and has a unique systems approach to managing the Center. She deals with difficult situations using a calm, intelligent approach that is sure to resolve any issues. She is the go-to person during crunch time and always steps up to the plate to assist faculty when they are in need of her expertise. She is a wonderful co-worker and an excellent employee.

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**Department of Agriculture – Tracy Vanderpool, Program Manager, Fruit & Vegetable Inspection Service, Division of Markets**

Since last fall's listeria outbreak involving cantaloupe, Tracy Vanderpool has educated hundreds of Colorado's fruit and vegetable growers on the importance of developing and implementing food safety plans. He has worked tirelessly with the Rocky Ford Growers Association to assist its members in seeking certification through the U.S. Department of Agriculture's audit verification programs. Tracy's efforts have and will continue to be integral to restoring consumer confidence in Rocky Ford cantaloupe. Concurrently, Tracy has continued to demonstrate exemplary leadership skills in the management of his team, which conducted more than 1,700 size and grade inspections so far this year, 98% of them within 30 minutes.

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**Department of Corrections – Leon Kendrick, Correctional Support Trades Supervisor I, The Denver Complex**

Leon Kendrick developed, implemented and manages an apprenticeship program for the offenders at CCC. Upon completion of this program, they are certified in the commercial Food Service industry, which enables them to obtain jobs in the private sector when released. Leon has been an HACCP instructor for the past five years. He was awarded the coveted honor of DOC's Employee of the Year in 2011 for, among other things, his great attitude and successful offender program.

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**Department of Education – Jami Goetz, Ph.D., Executive Director, Professional Services and Licensure**

Dr. Goetz leads CDE's Office of Professional Services. In that role, she has realized dramatic improvements in the State's educator licensing system. Over an 18-month period, she and her team have decreased the amount of time it takes to process an educator license from upwards of four to six months to two weeks. She has also been instrumental in developing an agreement with the education ministry in Taiwan to provide for educator exchanges and the potentially first-for-state educator endorsement in Mandarin Chinese. She is also leading an effort to re-envision educator licensing from an inputs-based system to an effectiveness-based system.

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**Department of Health Care Policy & Financing – Jim Leonard, Senior Clinical Pharmacist**

Jim Leonard is an outstanding employee who is dedicated to the Department and improving our management of prescription drugs in a way that maximizes value and ease for the client, provider and Department. He is thorough in reviewing materials and making recommendations for the Preferred Drug List, taking into account potential client impact, appropriate utilization and budget impact. Jim provides outstanding customer service: he gathers all appropriate information, is thoughtful and timely in his review, and is respectful and helpful to clients and providers. He helps problem solve and shows patience and professionalism in all of his dealings.

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**Department of Higher Education – Gully Stanford, Director of Partnerships, College In Colorado**

Gully Stanford, a former commissioner of higher education, member of the state board of education and past director of the state's GEAR UP program, is easily one of the most recognized and respected educators in Colorado. His passion for student success is infectious, and his commitment to true P-20 education is unquestionable. His esteemed reputation has earned him a first name only moniker – simply “Gully” – a term that will no doubt one day be used to describe a zealous commitment to student success. It is with great enthusiasm that the Department recognizes Gully for his innumerable contributions to the students of Colorado.

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**Department of Human Services – Sue McGinn, Director of Food Assistance, Office of Economic Support, Food & Nutrition**

The Supplemental Nutrition Feeding Program (a.k.a. Food Assistance) provides a safety net to nearly a half million of Colorado's needy people. Eligibility determination was not being completed timely, resulting in a lawsuit being filed against the State. Under Sue McGinn's guidance as the Division Director of Food Assistance, the State and counties have made vast improvements in the timely processing of applications. In January 2011, only 74.4% of regular applications were processed timely. In March 2012, 97% of applications were processed timely, the highest rate on record. As a result, thousands of families and individuals will not go to bed hungry tonight.

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**Department of Labor & Employment – Thomas Kulp, Labor and Employment Specialist I, Unemployment Insurance**

As a new hire, Thomas Kulp envisioned and implemented a more efficient database management system for the Collection Department's Delinquent Accounts Receivables. The solution utilized an existing interface with CDLE's suite of applications, avoiding additional software and labor costs. The database now contains 14,000+ employer accounts, representing \$30 million of accounts receivable. The status of collection activity on any account can now be seen in one view and real time reports can be generated instantaneously. The database has substantially improved efficiencies while providing performance parameters that are crucial for sound management decisions. While the users of this interface enjoy increased productivity, the real winners are the employers of Colorado and the improved customer service they experience.

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**Department of Law – Pamela Ponder, Office Manager I**

Pam is the lifeblood of the Department of Law – the glue that holds the department together. Her welcoming smile and can-do attitude is always evident. Her knowledge and willingness to help with anything needed is invaluable. It amazes all of her coworkers how she is able to find time for each one of us, never appear flustered, stay organized and remain humble, but she does it consistently. Over time, her talents, character and personal style have only deepened. She is a deeply conscientious employee and epitomizes the best traits of any employee. She is humble, hard working, caring and always available for her colleagues.

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**Department of Local Affairs – Bob Wold, Emergency Management Performance Grant Program Manager / Recovery Manager, Division of Emergency Management**

Bob Wold manages two important programs for DOLA; Emergency Management Performance Grants and Recovery. Bob organizes the emergency management functions, reviews all grant awards, and compiles the FEMA reports. Bob forms and fosters relationships with other state agencies, local governments, non-governmental agencies and volunteer organizations that are vital to recovery including organizing the State Recovery Task Force. Bob began recovery coordination for the Lower North Fork Fire on the second day of the fire and within two days, a solid plan led by local officials was in place. Bob performs his responsibilities without fanfare utilizing a skilled, yet humble approach.

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**Department of Military & Veterans Affairs – Bill Fickes, Transportation Maintenance III**

Bill Fickes skillfully and efficiently manages his Buckley Air Force Base shop through multiple 24-hour day operations to ensure no winter storms closed our airfield. Bill quietly and effectively runs his operation without intervention and earns the respect of his staff. He and his staff complete work thoroughly, never leave behind a mess and diligently work around unusual schedules. He provides support and personal attention to his employees, constantly striving to better the working conditions of his staff. From winter storms to issues with grass mowing, airfield sweeping, pavement repairs, flightline driver's training programs and vehicle programs, he has a significant responsibility. Bill is able to handle the pressure through diligent effort and attention to customer priorities.

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**Department of Natural Resources – Rachael Nickless, Publications Retail Manager, Colorado Geological Survey**

Rachael Nickless juggles a variety of responsibilities that involve effective, efficient and elegant service. She manages the CGS Bookstore, with a commitment to 24-hour turnaround. During 2011, CGS filled a total of 1,305 publication orders through online sales, walk-in sales and Amazon sales. There were no complaints. Seventy-seven customers on Amazon provided feedback. All were a "5," the highest. The majority of comments praised the efficient and timely service. She superbly keeps our supplies, equipment and fleet well-organized and properly stocked/maintained. Rachael constantly finds ways to cut our expenses.

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**Department of Personnel & Administration – Bob Jaros, Deputy State Controller**

Without fanfare or pretense, Bob Jaros acts as a model for State employees. He mixes a broad knowledge of what is possible under the law with a personal commitment to do what is right, fair and ethical. As one of the State's best trainers, Bob can take a dry subject and present it so people not only listen, but actually learn. The constant flow of staff through his office displays his impressive mentoring skills. He listens, offers advice, is supportive of change and is willing to be as hands-on as needed. Bob faces a constant stream of the most difficult contracting, accounting, legal and operational issues, which he handles with aplomb.

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**Department of Public Health & Environment – Anne-Marie Braga, Director of Youth and Young Adult Initiatives in the Prevention Services Division**

Anne-Marie Braga was the department's 2011 Employee of the Year. Ann-Marie is passionate about adolescent health issues and leads the department's youth advisory board. Her adolescent health expertise and high quality work are recognized both at the state and national levels. As a result of Ann Marie's positive youth development efforts, Colorado was selected by the Association of Maternal and Child Health Programs as one of five states to participate in a national research project on Maternal Child Health-funded Adolescent Health Programs.

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**Department of Public Safety – Lieutenant Colonel Brenda Leffler and Major Steve Garcia**

On April 24, 2012, while Lieutenant Colonel Leffler and Major Garcia were flying from Denver to Atlanta on a business trip, they noticed another passenger experiencing signs of cardiac distress. The man who was seated behind Lieutenant Colonel Leffler, complained of chest pains before losing consciousness. Immediately, Lieutenant Colonel Leffler performed chest compressions on the man while his wife performed rescue breathing on him. A flight attendant retrieved an automated external defibrillator, and the defibrillation attempts by Lieutenant Colonel Leffler and Major Garcia were successful. They were able to resuscitate the man, who was taken to a local hospital in Atlanta once they landed.

The quick actions by these two members of the Colorado State Patrol demonstrate their character, commitment, training and service. Although this was an isolated event that involved Major Garcia and Lieutenant Colonel Leffler, we are all thankful that they were in the right place, at the right time, to help an individual and to demonstrate how members of the Colorado State Patrol live out their core values of honor, duty and respect through their service. We know that members of the Department of Public Safety, regardless of assignment, would act in the same manner if facing this type of crisis.

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**Department of Regulatory Affairs – Chris Gassen, Chief Pharmacy Inspector**

Chris Gassen is effective, efficient and elegant in how he helps carry out DORA's mission of consumer protection. Chris' customer service skills are first rate. He's always the first to volunteer if someone needs help. Chris ensures that all communication from the outside, whether by phone, in person or e-mail is handled quickly, courteously and efficiently. Chris also leads inspections of new pharmacies and works to ensure those business licenses are processed timely. He exemplifies all that is good about public servants.

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**Department of Revenue – Irene Gutierrez, General Professional V, Operations Manager, Title and Registration Sections, Division of Motor Vehicles**

Seven of Irene Gutierrez's 30 years with the State have been in the Title and Registration Sections, where she has had continual positive impact on Lean process improvements, project planning and implementation of numerous changes over the years. She was responsible for combining the duties of the Title and Registration staffs, which required significant planning and cross-training, as well as outstanding communications. The effort required significant analysis and an in-depth understanding of how to integrate the work and the staff resources. She was also

instrumental in developing a daily management tool used by our office managers. Irene is a model employee who consistently exceeds expectations.

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**Department of Transportation – Kyle Lester, Maintenance Superintendent, Region 5**

Kyle was selected based on his exceptional leadership in his role as superintendent. Region 5 (in the Durango area) offers an exceptional set of challenges to maintenance workers, including mountain passes, a broad mix of terrain and extreme weather conditions – all of which present challenges in determining the most effective and efficient ways to manage road conditions. Through his leadership, Kyle's team has reduced snow control costs by \$533,000 this year while maintaining a high level of snow removal and being environmentally conscious. In addition to these standard duties, Kyle is a project leader for various Lean process improvement projects. His willingness to explore and support innovative ideas will no doubt advance region 5 into cutting edge strategies for their operations.

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**Governor's Energy Office – Peter Rusin, Residential Program Associate**

Peter Rusin's commitment to reducing energy use within the State's residential sector is not solely based on his knowledge of building systems, but a deep desire to improve the lives of Coloradans. Pete was instrumental in a number of program successes over the past year, including working with the State's largest real estate Multiple Listing Service (MLS) to add searchable energy fields. Due to his efforts, 90% of Colorado's potential homebuyers now have the ability to consider a home's energy performance as a factor in the decision-making process. Instead of resting on this accomplishment, Pete immediately went to work making connections around the State and educating real estate agents to increase the usage and impact of these valuable new tools.

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**Governor's Office of Information Technology – Jonita LeRoy, Business Development Rep, IT Economic Development**

Jonita LeRoy focuses on IT Economic Development for the State of Colorado and takes a great deal of pride in representing this State. Jonita has a very genuine and cheerful approach with everyone she works with and constantly goes out of her way to connect others with resources to help them succeed. She has been an outstanding cross-agency collaborator and was a huge contributor to the development of the Colorado Blueprint. During her 8-year tenure at the State, she has been instrumental in attracting and growing IT jobs in Colorado.

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**History Colorado – William Convery, Ph.D., State Historian, Director of Exhibits and Interpretation**

Dr. Convery has been integral to the process of exhibit development for History Colorado, beginning with initial planning in 2007. These exhibits are exciting, dynamic and accessible to all age groups, with many layers of interpretation, and became available to everyone earlier this month, when the History Colorado Center opened its doors to the public for the very first time. Dr. Convery is a scholar of the highest order with a commitment to, and a talent for, sharing history with audiences young and old, novice to academic – with passion and humor. Maybe

other states in the union have a state historian like Bill – but we doubt it. He’s 100% Colorado and a superior public servant.

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**Morgan Community College – Vickie Meyer, Administrative Assistance II, Morgan Community College Bennett Center**

Vickie Meyer represents many departments at Morgan Community College, including Student Services, Financial Aid, Advisor, Test Center, Bookstore, Cashier, and works with five high schools generating more than 80 FTE/semester. Vickie’s efficiency promotes good will and keeps students enrolled in courses demonstrated by the more than 40 Sophomore Scholars who graduate each year with their AA/AS degrees. Vickie knows all of her students by name, greets each one with a smile, supports MCC via the Gala and Foundation and she’s an all-around tremendous MCC fan.

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**Office of the Governor – Valerie Nosler, Scheduler**

Valerie Nosler is Governor Hickenlooper’s scheduler. Val has the very tough task of coordinating the Governor’s schedule, normally handling at least four requests for the same date and time. This means she has the unpleasant job of saying “no” at least four times for each request that she grants for the Governor’s time. The Governor’s Office appreciates Val because she performs a job that usually takes two or three people. With her hard work and dedication, she does a wonderful job with an occasional intern assisting her. She’s so great that her nickname in the office is “Val-uable.”

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**Office of the State Auditor – Heather Lin, Controller, Office of the State Auditor**

As our Office of the State Auditor controller, Heather Lin makes a significant contribution to our office. Heather single-handedly manages our accounting, budgeting and contracting functions. She is extremely conscientious and excels at her job. Heather also continues to look for ways to make our office more efficient. For example, since coming to our office, Heather has streamlined many of our accounting and budgeting processes and continues to identify possible process efficiencies. Heather also volunteers her time as an officer for the Colorado Fiscal Managers’ Association (CFMA). Heather is an asset to our office and to the people of Colorado.

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**Pueblo Community College – Ross Barnhart, Director of the Learning Center**

Ross Barnhardt led the development of Pueblo Community College’s new Learning Center. Ross has created the first Parents, Family & Friends of Lesbians and Gays (PFLAG) Scholarship with his own funds and from members of the organization. Ross coordinates an annual rummage sale with the proceeds going to scholarships. Ross has raised enough money to award 27 scholarships. He created the Arts and Sciences Discretionary Fund to provide cash awards recognizing outstanding students in the Arts and Sciences division. Ross volunteers to provide tax preparation services at no cost to low income community members. e provides GED testing services to inmates. He has served on the Colorado Association for Developmental Education (CoADE) Board.

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